

**Questions and Answers for RFQ #44165
Workforce Services Network (WSN) Project
Created 8/31/2010
Revised 9/20/2010**

Question 1

Concerning your recent Request for Quote (RFQ) - EDD 44165 - Workforce Services Network Project, I wanted to know if vendors could submit their services to specific parts of the project individually and not the whole project in its entirety. Meaning, our company has incredible technology available for certain parts of the RFQ, but not the entire project. Can we still submit to specific sections of the RFQ?

Answer 1

No. Please refer to RFQ Section V.6.1, Prime Contractor, Section V.8, Subcontractors, and Section VIII, Quote and Bid Format. Using subcontractors to provide products and services required by the RFQ enables Bidders to expand their ability to meet the needs of the State, but the Employment Development Department (EDD) will only award to a single Bidder. All information must be contained in the quote to be considered responsive.

Added 9/20/2010:

Question 2

Section IV.9, Page 30. Is the state requiring only one training session to train a total of 25 attendees? If not, how many trainees will the service provider be responsible for training altogether? Where will the training be conducted?

Answer 2

No. The train-the-trainer trainees will not exceed 125. Addendum #1 will be issued on 9/20/10 that will contain more information.

Question 3

Requirement M-13 discusses the customization of data elements by local partners. Can you provide more elaboration, explanation, or provide examples of what the expectation might be?

Answer 3

Two examples are: There is a two-digit code identifying ethnicity/race per the Department of Labor (DOL) standards. However, we have provided our partners the ability to add a third digit at the end to further break down ethnicity groups (such as different tribes in Vietnam). Also, we have allowed specialized fields such as agency codes so that our partners can track (for their purposes) their branch offices or subvendors and then roll up to the partner subgrantee level for state reporting purposes.

Question 4

Requirement M-21 states, "The solution must enable tracking of the approval process for contracts." What steps in your contract approval process requires tracking in the proposed solution?

Answer 4

The contract needs to be tracked as it moves through the different approval entities within EDD and the Employment Training Panel (ETP).

Question 5

Requirement M-17, page 67. Solution must provide financial management and accounting. Where/how do we confirm EDD's Fiscal Programs Division (FPD) Requirements?

Answer 5

Please see the "FPD Data Elements.xls" file in the Bidders' Library under Workforce Services Branch Information. This file contains the data fields that will be needed to interact with the FPD

group.

Question 6

Requirement M-40, page 72. Should this document be included with the response or provided after the contract is awarded?

Answer 6

This document is required to be submitted with the RFQ response.

Question 7

Requirement M-41, page 72. Should this document be included with the response or provided after the contract is awarded?

Answer 7

The application security assessment of the current release is required to be submitted with the RFQ response. Security assessments of future releases need to be provided to EDD within 15 days of assessment.

Question 8

Requirement M-42, page 73. The vendor will certify (by letter verification and validation) that data processed... Does the verification letter need to be submitted as part of the response to the RFQ or at a later time?

Answer 8

The vendor needs to agree to the requirement. The verification letter is to be submitted at the termination of the contract.

Question 9

Requirement M-48, page 74. The vendor solution must provide a secure mechanism to electronically transfer audit trail logs, on an on-going basis, to the EDD enterprise audit logging facility. Secure electronic transfer services can include: a secure Web service, XML format, SFTP, IPSEC, and use of Certificates and VPN services. Can you provide information on the environment that the audit logs will be transferred to?

Answer 9

EDD utilizes an Enterprise Security Information and Event Management (SIEM) system for log collection and event correlation. As an option for this audit requirement, the vendor solution may be able to provide a mechanism for the EDD SIEM system to "pull" log files from the vendor solution using a standard protocol which is able to provide a required level of encryption and authorization. (For example: SFTP, FTPS, etc.)

Question 10

Requirement T-4, page 76. What is meant by, "The vendor must provide a list of third party vendors and describe their relationships with said vendors." Are these sub contractors or vendors of software and hardware?

Answer 10

The vendor must include with the RFQ response, a list of all service relationships whether as subcontractors or if using contracted services such as infrastructure-as-a-service, platform-as-a-service, cloud storage, etc.

Question 11

Requirement T-7, page 77. The vendor will provide a full description of, and an electronic copy of their Security Incident and Security Breach Incident Response and Investigation Plan, including the California Information Practices Act 1798.29 security requirement for breach notifications to affected individuals. Is this plan required as a RFQ deliverable or is it required on award?

Answer 11

This document is required to be submitted with the RFQ response.

Question 12

On page 84 Exhibit VI-B: Technical Requirements, Requirement T-28 the RFQ reads: Describe the solution's expected availability outside of scheduled maintenance, i.e., how many nines? Please clarify the term 'nines'.

Answer 12

Availability: Non-scheduled down time

- This is usually measured in the number of 'nines' of uptime, exclusive of scheduled maintenance windows.
- The chart below explains what each level of 'nines' means in real time

Availability %	Downtime per year	Downtime per month	Downtime per week
90% ("one nine")	36.5 days	72 hours	16.8 hours
95%	18.25 days	36 hours	8.4 hours
98%	7.30 days	14.4 hours	3.36 hours
99% ("two nines")	3.65 days	7.20 hours	1.68 hours
99.5%	1.83 days	3.60 hours	50.4 minutes
99.8%	17.52 hours	86.23 minutes	20.16 minutes
99.9% ("three nines")	8.76 hours	43.2 minutes	10.1 minutes
99.95%	4.38 hours	21.56 minutes	5.04 minutes
99.99% ("four nines")	52.6 minutes	4.32 minutes	1.01 minutes
99.999% ("five nines")	5.26 minutes	25.9 seconds	6.05 seconds
99.9999% ("six nines")	31.5 seconds	2.59 seconds	0.605 seconds

Question 13

Requirement C.3.4, page 88. The requirement description states that the solution must provide for electronic capture, storage, and retrieval of eligibility documents by users. Can you please elaborate on this requirement?

Answer 13

The proposed solution must have the capability to store and attach scanned and other electronic documents (pdf, text, image) files that are associated with a particular client's record.

Question 14

Requirement C.4.9 states, "The solution must have the capability to facilitate sub-grantee expenditure reporting." What user type is expected to enter sub-grantee expenditure data?

Answer 14

Those required to enter/submit expenditure reports to the state would include Local Workforce Investment Acts (LWIA), Community Based Organizations (CBO), partner agencies, and EDD staff. In addition, EDD staff must have the ability to rollup and collect the expenditure information in order to report expenditures to the DOL.

Question 15

Requirement C.5.2 discusses moving data to EDD/Business Intelligence Competency Center (BICC) on a fixed schedule. What data is to be moved, and is there a list of standard data transfer requirements along with detailed requirements that can be shared?

Answer 15

We anticipate a daily data transfer from a Structured Query Language (SQL) Server environment. We will work with the winning bidder to establish a process, but a possible option is that we could provide files on a secure SQL Server that will be accessible by the vendor for data transfer.

Question 16

Requirement C.5.3 discusses accepting data uploads from partner systems. How many partner systems data uploads are required as part of the RFQ? Can you provide a list of data uploads that are required? How are data uploads to be accommodated, such as batch overnight processes or real-time interfaces between the partner systems?

Answer 16

All data that can be keyed into a screen should be able to be uploaded via a file in the solution. The load process should include the same data quality checks that are applied when utilizing the data entry screens. These should be via a flat file load and would not require real time interfaces between partner systems. The vendor would be expected to provide file layouts to the partners to help facilitate the load - however, the partners are expected to be able to create the flat file and File Transfer Protocol (FTP) to an area provided by the vendor to facilitate the load process. A batch job should run to load these flat files into the environment and provide status report if the file(s) loaded successfully or an error report if the file(s) did not load cleanly. It is expected that these batch process loads should be done on an expected schedule - at least daily.

Question 17

Requirement D-14 states, "The proposed solution should provide internal and external users the ability to submit and track contract invoicing." What external users are expected to submit invoices using the proposed solution?

Answer 17

External users that will be provided the ability to submit and track contract invoicing are Contractors and their respective Agents. Please see definitions below.

Contractor: An individual or entity responsible for satisfying the duties and obligations set forth in a contractual agreement with ETP for training cost reimbursement. The Contractor may be an employer or group of employers. The Contractor may also be a training agency; a LWIB; or, a grant recipient or administrator under the Workforce Investment Act of 1998 as further defined at Unemployment Insurance Code Section 10205(c).

Agent: An individual or entity responsible for overseeing the Application and Agreement processes for a Contractor as a hired Application Consultant; or for overseeing the administration of a Contract Agreement for a Contractor as a hired Outside Contract Administrator.

Question 18

Requirement D-19 states, "The proposed solution should provide internal and external users flexible query capabilities for all phase of ETP's system." What external users are expected to have the ability to query ETP's system?

Answer 18

External users that will be provided the ability to run queries are Applicants, Contractors and the respective Agents for both. Please see definitions below.

Applicant: An individual or entity that is interested in ETP funding. The individual or entity is stated as Applicant upon submittal of a Preliminary Application until a Contract Agreement is executed.

Contractor: An individual or entity responsible for satisfying the duties and obligations set forth in a contractual agreement with ETP for training cost reimbursement. The Contractor may be an employer or group of employers. The Contractor may also be a training agency; a Local Workforce Investment Board; or, a grant recipient or administrator under the Workforce Investment Act of 1998 as further defined at Unemployment Insurance Code Section 10205(c).

Agent: An individual or entity responsible for overseeing the Application and Agreement processes for a Contractor as a hired Application Consultant; or for overseeing the administration of a Contract Agreement for a Contractor as a hired Outside Contract Administrator.

Question 19

Section VII Cost Quote, page 96. Is the budget for the ETP case management requirements identified in the Special Project Report (SPR)? The SPR does not appear to be available in the bidder's library. Where can we obtain access to this report?

Answer 19

The SPR will not be completed until the Contractor is selected. The Feasibility Study Report (FSR) contains an estimated budget for the Workforce Services Network (WSN) solution (the Proposed Alternative).

Question 20

Section VII.2.1, page 97, One Time WSN Implementation Costs. Please clarify the data migration requirements. Specifically, what systems will data need to be migrated from and what types of databases are those systems?

Answer 20

The data will be coming from a SQL Server environment. We will work with the winning bidder to establish a process, but a possible option is that we could provide files on a secure SQL Server that will be accessible by the vendor for data transfer.

Question 21

Exhibit X-A Statement of Work, Section D, page 114: Is it the expectation of EDD that the Deliverables itemized in numbers 1-15 be submitted with the RFQ bidder response, or after the award of contract?

Answer 21

The Deliverables in Exhibit X-A are to be submitted after the award of contract.

Question 22

Exhibit I-C, Bidder's Checklist, page 11. Does this document need to be submitted with the completed RFQ (and should it be indicated in Exhibit V-A, page 42)?

Answer 22

No. The Bidder's Checklist is provided for information only and does not need to be submitted with the quote.

Question 23

On page 29 IV.5.11 Software the RFQ reads: The ASP will provide needed software for its solution. Users will only need a Web browser that may include, but is not limited to, Microsoft's Internet Explorer, Safari, Firefox, Chrome, and Netscape to access the proposed solution and its reporting applications. And on page 84 EXHIBIT VI-B: TECHNICAL REQUIREMENTS, Requirement T-33 the RFQ reads: Describe how the solution will be accessible via Internet browsers, for example Internet Explorer, Safari, Firefox, Chrome, and Netscape. Netscape has not been updated or maintained for many years, during which time Web technology has changed dramatically. Is it mandatory that the proposed support Netscape as a browser?

Answer 23

No. It is not mandatory that the proposed solution support Netscape as a browser.

Question 24

What level of integration/ access is expected for the Job Training Automation (JTA) Cash Request system from the proposed solution?

Answer 24

The proposed solution will replace the current process. The current system provides for entering the cash requests at the local level, performing edits to meet DOL related cash request requirements, and the ability to approve and track requests at the state level.

Question 25

The contract is for the creation of a data processing, data collection, and data reporting system, as opposed to services, which create tangible hazards to persons or property. Since Company ABC is a division of the DEF Department of Commerce, an agency of the State of DEF, all employees of Company ABC are employees of the State of DEF. The State of DEF self-insures for workers compensation under DEF 12-345 et seq. and for tortuous acts of its employees under the DEF Tort Claims Act (DEF 67-7888 et seq.). Each employee of Company ABC is also covered by a commercial automobile insurance policy, when driving on state business, and is covered by a \$1,000,000 Commercial Crime Policy. Many states have exemptions from the insurance requirements for another governmental entity when another governmental entity provides goods or performs services. Does the State of California have any provision(s) which allow the State of California to waive or exempt the State of DEF d/b/a Company ABC from the Insurance requirements contained in the RFQ EDD 44165?

Answer 25

Other state entities bidding on the RFQ may submit a letter with their bid response certifying that they are self-insured along with current copies of all relevant insurance certificates.

Question 26

What is the annual budget does EDD have for the vendor hosted solution for the mandatory requirements? What is the annual budget for the vendor hosted solution for the mandatory-optional requirements?

Answer 26

The annual budget is estimated in the Feasibility Study Report (FSR) for the WSN solution (the Proposed Alternative). However, the contract will be awarded to the most competitive bidder.